

## **SUPPLEMENTAL JOB DESCRIPTION**

Classification: CASE TECHNICIAN TRAINEE-I

Function Code: 1592-095

1589-095

Position Title: Case Technician Trainee-I

Date Established: 08/15/88

Position Number: 12230

Date of Last Amendment: 5/12/06

**SCOPE OF WORK:** Interviews agency clientele and collateral sources; reviews, verifies and updates case information; and provides a variety of support services in a Child Support Unit under the general direction of a Supervisor.

### **ACCOUNTABILITIES:**

- Interviews applicants and other parties to provide, obtain, verify, and record information pertinent to the Child Support Services program.
- Contacts community, state and federal, and other collateral sources to locate absent parents, to verify address and employment, and to refer clients to other resources.
- Verifies arrearage amounts and other detailed financial information to ensure accuracy of child support accounts.
- Reviews court orders and case record information as preliminary research to assist Support Enforcement Officers, such as with wage withholding.
- Controls inter-office incoming and outgoing case transfer activity to ensure continuity of services.
- Completes forms, prepares documents, and communicates with clients and payors to provide case information.
- Establishes violation schedules and prepares notices to assist Support Enforcement Officers.

**MINIMUM QUALIFICATIONS:**

See class specification for Case Technician Trainee-I.

**DISCLAIMER STATEMENT:** The supplemental job description lists typical examples of work and is not intended to include every job duty and responsibility specific to a position. An employee may be required to perform other related duties not listed on the supplemental job description provided that such duties are characteristic of that classification.

**SIGNATURES:**

I have reviewed this job description for content.

Reviewer's Name, Title & Position #: Jean Marston-Dockstader, Supervisor VII, #19763

\_\_\_\_\_  
Reviewer's Signature

\_\_\_\_\_  
Date Reviewed

I have reviewed the content of the above job description with my supervisor.

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date

I have discussed the work responsibilities outlined by the job description with the above employee.

Supervisor's Name, Title, Position #: Karen Tewksbury, Supervisor IV, #12648

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date Reviewed

\_\_\_\_\_  
Division of Personnel

\_\_\_\_\_  
Date Approved